

In Transit

A NEWSLETTER FOR KING COUNTY METRO TRANSIT EMPLOYEES



King County
METRO

We'll Get You There

**November
December
2015**

FROM THE GENERAL MANAGER'S DESK



Holding our pedal to the metal

The extension of Sound Transit's Link light rail service to

Capitol Hill and the University of Washington next year will usher in a new era of increased mobility and transportation options in the surrounding areas.

Our challenge now is to make sure our customers enjoy the full benefits of that new light rail service. On Oct. 19, the King County Council unanimously approved service changes for March 2016 that will make it easier for riders to connect with Link in northeast Seattle and on Capitol Hill.

The changes will also improve bus networks in these areas, with new connections to more places and faster and more reliable service to and from downtown Seattle. We'll get the resources to make these improvements by trimming bus service that would be duplicated by the new Link service.

Most riders in the affected areas will benefit from these changes, but not all. Some who have enjoyed a given route or routing for years are not eager to see it change, or to start transferring to get where they want to go. But by continuing to integrate our bus network with Link, we'll be providing more and better service to the majority of our current customers, as well as those we expect to serve in the future.

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How clean is "clean?"



Lead Utility Laborer Ron MacMillan pressure washes a shelter on Sixth Avenue S near S Royal Brougham Way.

North Facilities Maintenance Chief **Daren Bassen**, his colleague Chief **Dave Jager**, and their respective crews are responsible for more than 19,000 bus shelter cleanings each month.

To better align their work practices with the needs of Metro's customers, they

interviewed 36 riders to find out what a clean shelter looks like to them. Gathering information on customer requirements isn't something this work group normally does. The interviews were part of a Lean-based improvement process. Bassen reports that riders were happy to talk to maintenance

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Help us serve you

Help Metro learn about the best ways to communicate with employees. What information is important to you, and what's the best way for us to get it to you?

Take our survey online at
bit.ly/metro-com-survey
or by phone at 206-477-3839

Survey link



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General Manager

I want to thank our Service Development and Community Relations teams for nearly a year of careful planning (and plan revisions based on public feedback), extensive community engagement, and a well-managed County Council adoption process.

But our work on this project is far from over. The March 26 service change will be one of the most complex in Metro's history, and we'll need pull out all the stops to make sure it's a success. Soon we'll launch a communication and outreach campaign designed to get our customers ready for the coming changes. We'll also establish a work plan for improving transfer points that will get increased use after the changes go into effect.

Also in March, using transit funds approved by Seattle voters, we'll split the RapidRide C and D lines that serve Ballard, downtown Seattle,

and West Seattle. We'll connect the C Line to South Lake Union and the D Line to Pioneer Square, and improve service reliability on both routes. We'll also add service hours to help with service reliability, reduce overcrowding, and give some relief to operators who've been facing tough schedules on those and other routes.

Growth and service improvements like these are great for the public and our customers, but gearing up for them does put stress on our organization and employees. The unrelenting intensity of hiring and training operators, keeping old coaches on the road while processing lots of new ones, planning and scheduling regular services, and preparing for expanded Link service and the launch of the First Hill Streetcar are putting pressure on many of us. My thanks to all who are making it work!

And on Nov. 4 we learned that Seattle voters had approved a \$900 million transportation investment package that includes funding for seven new

RapidRide lines and other improvements to support transit.

This is great news, and much needed to keep our region moving. Transit demand is increasing and ridership is growing—not surprising in light of an Oct. 26 Seattle Times report citing state findings that congestion in greater Seattle was 19 percent worse last year than in 2007. In just the past two years, delays are up 65 percent in major travel corridors. The average travel time from Everett to Seattle rose from 44 minutes in 2012 to 51 minutes in 2014. And on 19 out of 20 days, people making that trip now have to allow 85 minutes (compared to 74 minutes in 2012) to make sure they get to work on time.

So yes, there's a lot of pressure on us right now to deliver ever more and better service. I hope we can take comfort—and inspiration—from the fact that these services are truly needed, both today and as we build our region's future.

—Kevin Desmond, General Manager

How clean is "clean?"

workers about what defined "clean" for them, and actually appreciated being asked.

The customers said their main priority was for shelters to be free of litter. Some even said they will move on to another shelter if they see trash and debris on the ground in the first one they approach. Their second priority was having no visible spills or fluids. The overall appearance of the shelter came in third.

Armed with these results, the crew established the following shelter cleaning levels:

- Level 1 – empty trash
- Level 2 – empty trash and sweep
- Level 3 – empty trash, sweep, and pressure wash

The next step was to develop a Lean process for Level 3 cleaning. By standardizing the process and investing in some new equipment (such as hose reels), the North Facilities crew was able to increase their capability for Level 3 cleanings from about five per shift up to 10 per shift (when needed and depending on conditions).

This Lean process improvement effort allowed them to restore levels of service that suffered during recent periods of fiscal constraint, at a time when Metro is serving more customers each day and introducing more transit service.

That's good news, not just for our customers but also for our employees. The Lean effort developed measurable standards for service and formulas for deciding how often and what level of cleanings are needed, as well as crew requirements. This, along with

the introduction of new tools, makes North Facilities crews more efficient and effective, with less wasted effort—and that's good for everyone.

Corrections

In the print edition of our last issue (Sep-Oct 2015), we incorrectly published **Tom McAuliffe's** (Rail) first name on page 4, Wall of Fame Nominees (Individuals).

In On the Move (page 11, In Our Thoughts), we incorrectly identified **Jessie Cross** as a transit operator (retired). In fact he was a long-time, highly-respected first-line supervisor (retired).

In Transit regrets the errors.

ORCA LIFT, Metro's reduced fare program, is growing steadily

Metro launched the groundbreaking ORCA LIFT reduced-fare program in March, making transit more affordable for qualified riders whose incomes are below 200 percent of the federal poverty level.

ORCA LIFT cardholders can save as much as \$1.75 per trip on Metro and Kitsap Transit buses, Sound Transit Link light rail, the King County Water Taxi, and the Seattle Streetcar.

As we planned this program, one of our challenges was how to reach potential participants and sign them up. Our solution was to partner with Public Health-Seattle & King County and eight human service agencies. Together we've been actively promoting ORCA LIFT using advertising, outreach at community events, and our ORCA-To-Go vans. The agencies are verifying applicants' eligibility. This approach has proven to be powerful and effective—people are getting ORCA LIFT cards and they're using them.

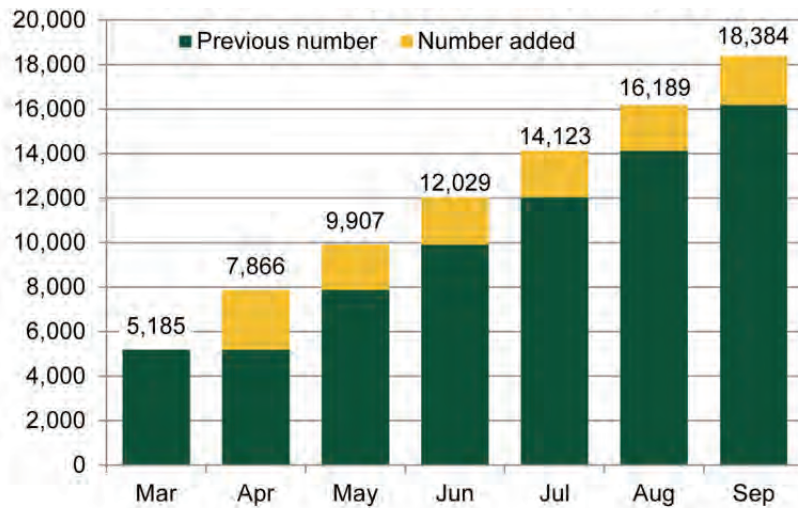
Since the program started, the number of enrollees has grown steadily to more than 18,000 at the end of September. About 60 percent of ORCA LIFT enrollees live in Seattle, 40 percent in other parts of the county.

About 60 percent of ORCA LIFT cardholders are loading PugetPasses on their cards, with the remainder loading E-Purse value. Customers load their cards primarily at ticket vending machines (41 percent), followed by retail outlets (19 percent).

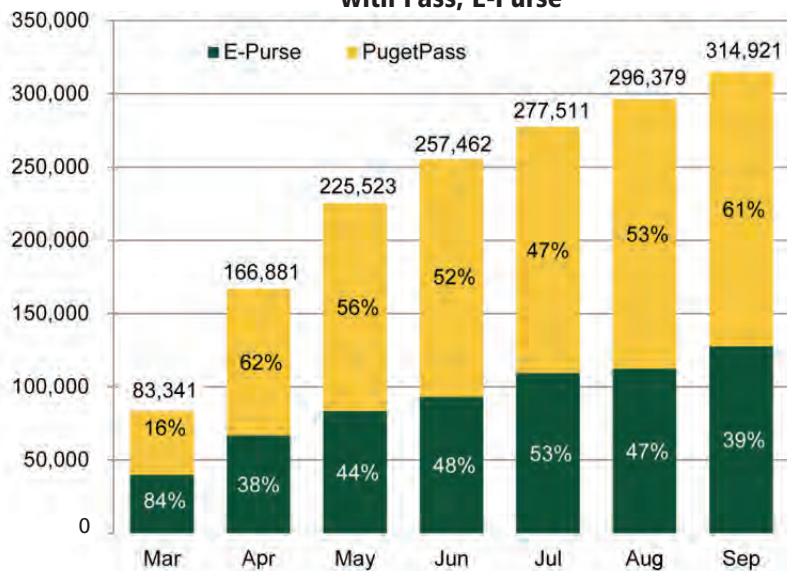
ORCA LIFT cardholders took about 315,000 trips on Metro buses in September, making up about 3 percent of our total boardings.

We and our partners are continuing to actively promote the ORCA LIFT program, and expect to see continued enrollment growth. We're pleased to be offering more-affordable access to jobs, education, and other opportunities for lower-income transit customers.

ORCA LIFT Registration March-Sept 2015



Monthly ORCA LIFT Boardings on Metro with Pass, E-Purse



In Transit

Current and past issues of *In Transit* are available at www.kingcounty.gov/InTransit.

If you have any questions, comments or story ideas, send them to *In Transit*, KSC-TR-0824, or contact Anna Clemenger: 206-477-3839 or anna.clemenger@kingcounty.gov.

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Kudos!

■ **First-line supervisor of fall 2014 shake-up**—**Jeremy Sherman** was named the First-line Supervisor of the Fall 2014 Shake-up at the Transit Control Center on Sept. 18. In a surprise celebration attended by his wife, Julie, sons Carson and Braden, and other relatives, Sherman received the award

from Transit Operations Manager **Ted Harris** and Transit Control Center Superintendent **Jeff Wamsley**.

After joining the Control Center in 2011, Sherman quickly distinguished himself by thinking outside the box to address service disruptions and volunteering for special projects. He became an integral part of the center's training team, and is frequently requested by Operations Training as the center's representative to operator training modules on diffusing hostile situations. He served as an acting Control Center chief in 2013, 2014, and 2015.

This year, Sherman began collaborating with Service Quality and Fleet Engineering to develop a coach troubleshooting flow chart. When completed, this guide will help Control Center coordinators better serve transit operators reporting mechanical problems.

Sherman brings a relaxed, positive attitude to work every day and provides leadership to those he interacts with. He's always willing to help other coordinators. His talents include teaching, organizing,

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Security Sensitive



My burglary

As our wedding day approached last month and my fiancée and I were moving her into my house, we arrived at her place to find a back window forced open. Thieves had ransacked her house and taken what they wanted.

This is the point in the story where I want to hide my crime-prevention professional certifications. I wish I could also conveniently fail to mention that I was already well aware of the residential burglary problem escalating in the neighborhood.

But I'm hoping this article will be a sort of penance for me: instead of lecturing you on what to do right, I'll confess what I did wrong. My embarrassment will be worth it if even one of you reads it and says to yourself "uh-oh, I do that, too."

Let me set the scene. The house is in a nice, working-class suburban neighborhood (which hardly matters, since burglary knows no zip codes). It's a two-story home with a well-maintained yard.

And now for the fails:

- The back yard is surrounded by a privacy fence. The problem: activity in the back

yard is not visible from the street or alley.

- The lower-level laundry room window was left unlocked.
- Important documents like my fiancée's social security card and birth certificate were kept in a safe, along with emergency cash. The problem: the safe was small and portable. It even had a carrying handle, which no doubt made it easier for the thieves when they took it.
- A revolver, wearing its trigger lock like a good gun, was in an unsecured case. With no kids in the house, this wasn't an issue—until the burglars found it.
- Costume jewelry was mixed with family heirloom and other nice jewelry. All of it was taken. I've heard of people taking a plastic kitchen container with their nicest jewelry and keeping it either in a large, bolted-down safe, or even in the freezer. Who's going to look there?
- The house is equipped with a functioning alarm system, which no longer connects to a central monitoring company. But the alarm still works fine if you set it. Which we didn't. So when the bad guy(s) got inside, there was no



ominous beeping of a countdown, and no blast of noise 60 seconds later. Just the inviting silence of the empty house.

They took more than valuables. Our sense of security, for example. They left a few things, too: fingerprints on the window ledge (which the Sheriff's Office wouldn't lift), a feeling of violation, and our embarrassment over becoming a statistic in spite of being well-informed about good security practices. Also, there's anger over the loss of the gun, and what that could mean, somewhere, sometime.

I can't say I won't ever have to face this again, as that's not up to me. But I will be ready next time. I'll start by taking my own crime prevention advice, and not make their task so easy.

Stay secure.

—**Mark L. Norton, Manager**
Transit Security and Emergency
Management

Send comments and ideas on Metro security, emergency management, and homeland security to mark.norton@kingcounty.gov.

Kudos!

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Sherman: a calm presence in the Transit Control Center.

and collaborating with other Operations work units. He provides excellent customer service and remains calm—characteristics greatly valued by his colleagues and managers at the Control Center.

■ **ORCA cards given to families of Aurora Bridge crash survivors**—In the aftermath of the horrific Sept. 24 crash on the Aurora Bridge between a Ride the Ducks vehicle and a charter bus, Metro provided 15 regional pass ORCA cards at no cost to the families of injured survivors. Most of the injured were foreign students, and their visiting families needed help traveling between their donated hotels and the hospitals or rehabilitation facilities where the survivors were receiving care.

The City of Seattle requested the cards via the Salvation Army, which managed services for the families. We informed our ORCA partner agencies, who responded quickly given the situation's urgency. Sound Transit, whose services were the second most likely (after ours) to be used by the families, gave its ok to issue the cards at no charge.

■ **Praise from our customers** For bus stop maintenance staff: "I would like to send a huge shout-out to the person who promptly put in a work order when I called to tell about trash overload at a local Metro stop in Kenmore. You people are awesome!! I walk by this stop every day, and it is always clean AND I have actually seen a trash truck come by and empty it!!! Well done Metro." —Gail W.

For operator **Kenneth R. Newton**: "I wanted to thank the driver of the 545 that had the tire blow out on 520 near Redmond...I was so impressed with how quickly and safely he got the bus stopped on the side of the busy highway. I was sitting just ahead of the "bendy" part of the bus, and it was quite a boom and jolt when the tire blew out. The driver was calm and skilled in keeping the passengers safe. I know it could have ended very



Newton: grace under pressure

differently, and I appreciate getting home safely. Please thank him on the behalf of all the passengers, and also for the occupants of the other vehicles on that stretch of road." —Linda B.

■ **Tweets:** "...driver on the 3 headed downtown is a patient, saintly man who tolerated ridiculous verbal harassment. Kudos to him!" —Kathi S.

"Just watched a new trolley unload a guy with a walker just by kneeling. No lift, didn't even need the ramp. Awesome." —David S.

"...driver of the route 75 is being great. Cracking jokes and making little kids smile. Great service!" —Nisha M.

■ **Turner Award** East Base Operator **Nadine Estep**, pictured on page 6, has been recognized with the Turner Award for the second quarter of 2015.

Estep studied to be an accountant, but she gravitated to jobs working with people instead of numbers. At the Bellevue School District, she contributed to individualized education plans to help children with special needs be successful. She became a Metro operator in January 2003, and her caring personality and strong interpersonal skills have earned her six commendations.

Here are some excerpts from those commendations: "Always pleasant and nice." ... "The driver did a great job driving today on the slick and icy roads. She is always pleasant and helpful, and a joy to ride with." ... "I just wanted to thank her and tell her I appreciate her waiting. She was helpful and had a smile for those getting on the bus." ... "She is very friendly, patient, courteous and professional" ... "I was really impressed that this operator delivered that extra level of customer service." ...

KUDOS CONTINUED ON PAGE 6

Transit operators of the month

October 2015

Atlantic Base: **Tracy Nys**
Bellevue Base: **Ammar Al-Jallad**
Central Base: **Matt Leber**
East Base: **Isaiah Mahmood**
North Base: **Nicholas Fleming**
Ryerson Base: **Jason Emanuel**
South Base: (declined)

November 2015

Atlantic Base: **Souleyman Dioubate**
Bellevue Base: **Robert Thamert**
Central Base: **Peter Yates**
East Base: **Jennifer Shelton**
North Base: **Brian Emerson**
Ryerson Base: **Gerald Singletary**
South Base: **Thomas Steffel**

Service Awards

The following employees achieved a service milestone in the fourth quarter of 2015:

35 years

Operations – Elizabeth Adum, Jeffrey Baker, James Boyle, Donald Brown, Nichols Gleason, Kenneth Jackson, Jim Krause, Robert Markley, William McCray, Michael Moore, Thomas Ponischil, Alana Sorem, Alfred Soto, Christopher St. Luise

Power and Facilities – Donald Brewer

Transit Safety – James Wells

Vehicle Maintenance – James Hunley, Craig Phinney

30 years

Communications and Services – Mark Gorow

Operations – Michele Cage, Gloria Davidson, Edward Duncan, Robert Duncan, Glen Haengg, Craig Jones, Vinay Samudre, Susanna Smith, Gerald Suder, Charles Taulbee

Power and Facilities – Joseph Haigh, Jake Jacobovitch, Ronald Kelsie, Duane Tenma

Rail – Dale Edwards

Vehicle Maintenance – Daniel Corpuz, Richard Holt, Robert Nale

Kudos!

"(she) is a joy to ride with and a great representation of King County Metro."

The Northwest Paralyzed Veterans of America gives the Turner Award to Metro Transit operators who provide exceptional service to customers with disabilities.



Estep, center, receives the Turner Award from Joe Sapienza, left, Northwest PVA, and East Base Superintendent Kenneth Johnston, right.

■ **New part-time, full-time operator grads**—In Transit congratulates the following new part-time and full-time operators (PTOs and FTOs, respectively) and wishes each of them a long, safe and fulfilling career. (Base assignments are listed as: A = Atlantic, B = Bellevue, C = Central, E = East, N = North, R = Ryerson, S = South)

FTOs starting Aug. 29: Samuel Abebe (R), Reynaldo Abella (A), Mark Becker (C), Jeremy Boushelle (A), Tino Brown (C), George Dowdy (B), Monica Fields (A), Patrick Goldsmith (R), Elias Hajisomo (C), Sharna Hudson (C), Mustaphe Kaid (C), Krishant Kumar (B), Dawn Miller (B), Patricia O'Brien (A), Colleen Porter (B), Veronica Preston (C), Ravind Raj (A), Travis Ray

(B), Walter Sewell (B), Aaron Sherry (A), Brandon Siler (A), Samantha Souffront (C), Tony Thao (C), Alan Thomas (C), Angela Thomas (A), Mark Wige (A), Tibebe Zeleke (R)

PTOs starting Sept. 7: Mohamed Abdi (N), Earnest Barr (E), Nicole Bell (N), Amarjeet Bhamra (S), Tanisha Briscoe (E), Larry Calawagan (S), Terry Farden (N), Todd Geans (E), Peter Irungu (E), Desiree Mayo (S), Glynn McCarter (S), Edward Njama (N), Buny Nhim (E), Victor Patterson (S), Patricia

Perry (S), Po Tauiliili (E), Christopher Topps (S), Reuben Whiten (S)

FTOs starting Sept. 12: Michael Andersson (N), Donald Coupez (N), David Cramer (E), Ali Dirieh (C), Nichole Fabre (C), Chanda Florence (S), Preston Bradley Ford (S), William Green (E), Brenda Gross (C), Thomas Housman (E), Soren Jacobsen (N), Fahad Ibrahim (S), Baljit Kumar (N), Laurence Lamb (N), Sandra Lopez (S), Roger Manty (N), KeiWuan Miller (C), April Norman (E), Sokhan Ou (C), Allan Raaberg (E), Shakir Rabb (S), Marcus Thierry (E), Kham Vongsaveng (S)

PTOs starting Sept. 21: Joshua Bowman (C), David Denisiuk (B), Benyam Eshete (E), Michael Fox (C),

Rachel Foxx (E), Robert Gonzalez (R), Brunetta Ishman (S), Clifford Johnson (N), Matthew McDevitt (R), Richard Ryburn (C), Mohamed Sahal (R), Brooke Schuster (N), Jon Slusher (C), Oliver Smith (C), Jesse Sooy (S)

FTOs starting Sept. 26: Mohamed Abdiharim (A), Khadar Abdullahi (A), Anthony Corrigan (A), Dontay Duncan (A), Kenneth Dunn (A), Jason Emanuel (A), Emil Foster (A), Amy Hall (A), Linda Hansen (A), Scott Holloway (A), Vicki In The Woods (A), Glenn Johnson (A), Pardeep Kaile (A), David Kavan (A), Mukerem Kadir (A), Marlene Kemp (A), Walter Lewis (A), Diego Lopez (A), Babak Mirzai Amirabad (A), Omar Osman (A), Francis Roque (A), Peter Shekeryk (A), Vadim Shoymerman (A), Thomas Smart (A), Glenn Smith (R), Tuan Vo (C), Leslie Wagner (A), Wlodzimierz Walczak (C), Rufus Yarbrough (A)

FTOs starting Oct. 3: John Amato (C), Charles Anderson (R), Ted Braun (S), Peter Burton (S), Cynthia Carmichael (R), Felix Chandra (R), Jacqueline Dillard (C), Farhan Egal (S), Nanoschka Hedgeman (R), Craig Heibert (R), Zekaria Hilowle (S), Toya LaShawn Hudson (R), Ahmed Jama (C), Devon Jarrett-Nomides (R), Muni Kumar (C), Quoc Luu (R), Yared Merid (S), Tony Mitchell (S), Mulugeta Negash (S), Abdelaziz Osman (C), Victor Rodriguez (C), Abdirizak Sebrie (C), Byron Sherry (S), Coulanges Steve St. Surin (C), Gayle Varrecchia (C), Girma Workineh (S)

PTOs starting Oct. 5: Spencer Eason (R), Jason Fors (S), Kevin Githui (S), Derrick Gunn (S), Dean Hanmer (C), Jonathan Harvin (C), Nasir Khudaiberdiev (S), Jonathan Knickerbocker (C), Louis Kucinski (B), Sean Lott (R), Eugene Matthews (N), Nicholas Melendez (N), Gina Olson (E), Robert Pace (R), Melchier Rosendo (E), Justin Ruedebusch (R), Marqui Vaughn (B)

Safety Notes



When a Labor and Industries inspector shows up

Our state's Department of Labor and Industries oversees the safety of all workplaces in Washington. Safety inspectors from its Division of Safety and Health make visits—typically unannounced—to employer sites.

They may come in response to a complaint, a referral, or an inspector's drive-by observation of an unsafe condition or work procedure. Announced or not, these visits are always welcome on Metro properties. We appreciate the inspectors' insights and expertise as they help us improve our safety culture.

It's important that we follow specific procedures when a Division of Safety and Health representative is on-site.

- The representative should provide official identification, without you having to ask.
- Notify your superintendent and/or chief, the Transit Control Center (206-684-1111), and the Transit Safety Office (206-477-6878) of the visit. If it's outside regular daytime business hours, the Control Center will notify the on-call Safety Officer, who will respond.
- Be courteous to, and cooperate with, the inspector.
- Make sure the inspector is accompanied at all times when he or she is on Metro property.

Typically, before beginning an investigation the inspector will hold an "opening conference," during which he or she outlines the scope of the investigation and the requirements of the employer and employees. Management, Safety, and employee representatives should all be present at this opening conference.

All site inspection participants must wear personal protective equipment. During the inspection, take notes and document any issues with photos. If the inspector requests private interviews with employees, managers are to ensure that these interviews happen.

The inspector may request data on injuries and illnesses (the OSHA 300 logs), accident statistics, and other safety documentation. After the inspection, a "closing conference" is held to discuss any hazards and abatement plans. Employees will be notified of Metro's response to any hazard findings.

We cooperate with these inspectors because their visits are a constructive way for us to enhance our safety program. And while I'm on the subject, I'd like to thank Metro employees for doing their part each day to create an ever-safer work environment for all of us.

—Darryl Russell, Metro Transit Safety Superintendent

News Briefs



Metro's Call Center sees big results from a small change.

■ **Call center stats show significant improvement**—By changing one small step in their call-handling process, our call center has reduced the average length of each customer call by 20 seconds. Instead of walking to the senior's desk, and often standing in line, just to confirm simple information, staff members are now encouraged to simply ask for confirmation from a nearby coworker. Because the call center handles between 1,000 and 2,000 calls per day, the time saved adds up quickly. The change resulted from Lean-based efforts led by Supervisor **Terry White**. Other Call Center statistics have improved as well (see chart on right.)

Measurement	2014	2015
Callers on hold less than 2 minutes, 21 seconds	46%	81%
Average speed answered	3:17	1:11
Calls handled	139,524	183,147
Percentage of calls handled	73%	92%

■ **Metro secures security grant**—In cooperation with the King County Sheriff's Office, Metro Transit Police and Metro's Transit Security and Emergency Management units have received more than \$334,000 from the Federal Emergency Management Agency's 2015 Transit Security Grant Program. The funds will be used to continue through August 2018 three federally funded projects that were due to expire this year: Training and Drills for Active Shooter and Critical Infrastructure Protection (\$121,553); National Incident Management and Security and Incident Command System Training and Exercises (\$92,221); and Direct Overtime Patrol Funding for holiday, special, and unplanned events (\$120,749).

■ **Commuter van swap accomplished**—Rideshare Operations has replaced 243 of its model-year 2008 vans with new vehicles. In a single

event in August, more than 100 groups swapped their old vans for new ones at the Van Distribution Center in Redmond. Another swap was held in October, and the rest of the groups made their exchanges individually.

The swap events give Rideshare staff members face time with commuter van program participants—an opportunity to answer questions and offer tips and reminders for safe commuting.

After seven years of vanpool service, retired vans move on to their next lives—either in our VanShare program, through the King County Council's van grant program (see our Sept.-Oct. 2015 issue, page 10), or through public sale.

■ **Volunteers are ready for "stuck coach" duty**—When the weather turns nasty and buses start getting stuck in snow or ice, radio channels in the Transit Control Center get slammed with calls. That's when Metro staff volunteers who answer the stuck coach line come to the



Staff volunteers take calls from stuck coaches in this file photo from 2010.

News Briefs

rescue, saving operators from long waits to report a stuck coach. The volunteers don't need to know details about bus operations or bus service; they receive advance training and have Control Center first-line supervisors on hand to assist them, give specific instructions to coach operators, or take over in an emergency.

When bad weather comes, up to six volunteers at a time may be called to the Control Center to answer phones. They ask the operators set questions, record their replies, and pass the information along to Control Center staff members for appropriate responses. The volunteers receive compensation according to their labor contracts or management policy. They also get to work alongside other Metro professionals and experience a different part of the organization—and the operators they help genuinely appreciate their efforts.

■ Sustainability Plan Progress

Report released—If you'd like to see how Metro is doing in terms of our sustainability goals, check out the 2014 Sustainability Plan Progress Report released in September. The report, available online at metro.kingcounty.gov/am/sustainability, details our performance on 13 important measures, including energy efficiency, pollution reduction, water conservation, waste management, and increased ridership.

Metro also released a new Sustainability Fact Sheet this summer. Available at the same web address, it uses infographics to highlight key sustainability performance indicators and innovations in fleet technologies. Examples: 70 percent of Metro's buses are now either hybrid or electric. Our goal goal is to reach 100 percent by 2018. Also, between 2009 and 2014 we reduced water use and solid waste disposal by 37 percent and 35 percent, respectively.

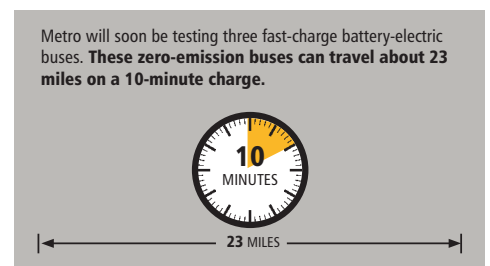
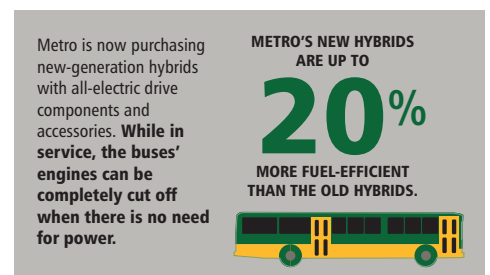
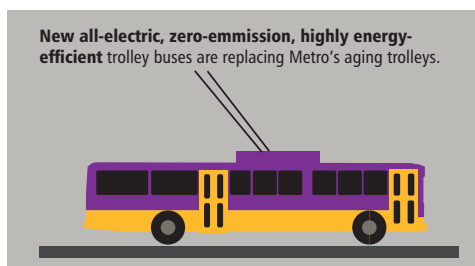
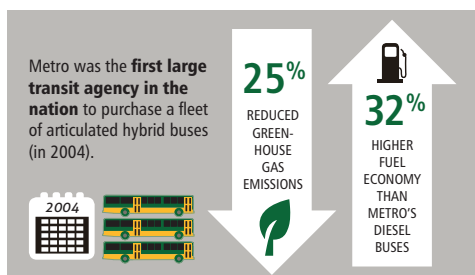


Employees celebrate the opening of the King Street Center's new bike room.

■ **New bike room opens at King Street Center** — On Sept. 14, a new bike room opened at the King Street Center to serve the growing number of county employees who bike to work. Demand for bike facilities doubled between 2007 and 2013, then slowed as the old bike room reached capacity. Eventually, the need to expand could no longer be ignored. All 65 bike lockers were in use, with 18 employees on the waiting list—some of them for more than a year. The new facility brings the total of on-site secure bike parking spaces to 160, including 107 lockers.

Hossein Barahimi (shown at far left in photo) manages the countywide Employee Transportation Program, which is based in Metro's Market Development work group. He identified an available storage area and worked with the Healthy Incentives Program, the county departments of Transportation and Natural Resources and Parks, and the county's Facilities Management Division to convert the space into a second bike room.

NEWS BRIEFS CONTINUED ON PAGE 10



Excerpts from Metro's Sustainability Fact Sheet

News Briefs



Does your bus ride look like this?

■ **Picturing the "Metro attitude"**— Metro drivers and employees (portraying passengers) came together at Atlantic Base for a photoshoot recognizing the

spirit behind Metro drivers and all they do. The photos will be used in ads designed to communicate the dependability, helpfulness, friendliness, pride,

compassion, inclusiveness, intelligence, and reliability that "drive the bus" here at Metro. Look for them soon on a Metro bus near you.

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The Employee Transportation Program provides transportation benefits to 14,000+ county employees spread over 130 different work locations. Barahimi encourages employees based at the King Street Center to give cycling to work a try. Find info about cycling resources on the program website at kingcounty.gov/etp.

■ **From operator to chief: one employee's story**—Metro recently piloted an intensive program to help employees make the leap from bus operator to base chief. Human Resources built a process that helped existing

NEWS BRIEFS CONTINUED ON PAGE 11



Bellevue Base Operations Chief Abdi Elmi is featured in a video on YouTube.

News Briefs

employees highlight their skills and navigate the application procedure. They worked with resources across the county to provide applicants for seven base chief positions with support for updating their resume and interview skills. A video, starring one of the successful candidates (Bellevue Base Operations Chief **Abdi Elmi**, pictured on page 10) is available on YouTube at <http://bit.ly/metro-chief-recruitment>.

■ **Tax time reminder**—IRS Form W-2 will be mailed out to King County employees in mid-January, so now is a great time to make sure your address is up to date in PeopleSoft. If it's been a while since you logged in, go to kingcounty.gov/employees, follow the "Peoplesoft" link on the right side of the screen under "Online tools," and type in your User ID and Password. After you've signed in, choose "My Personal Information" to see what's on file and make any changes. For help signing in, contact the KCIT Service Center at 206-263-HELP (4357).

■ **Santa's lights tour** — On Saturday, Dec. 12, join Santa for a three-hour tour of Seattle's best Christmas lights on one of Metro's historic vehicles. Buses depart at 7 p.m. from Second Avenue S and S Main Street, across from the Seattle Fire Department headquarters. Fares are \$5 for everyone except children five and under, who ride free. Learn more at www.mehva.org or call 206-684-1816.

■ **Six routes left the tunnel in September**—So that Sound Transit can test Link light rail service between downtown Seattle, Capitol Hill, and the University of Washington, Metro moved six peak-service bus routes (routes 76, 77, 216, 218, 219, and 316) up to surface streets from the Downtown Seattle Transit Tunnel in September. The City of Seattle, Metro, and Sound Transit also coordinated on surface street improvements to keep transit and traffic moving along key Seattle corridors.

On the Move

■ New Hires

Customer Communications and Services

Marianne Ward, transit pass sales representative — August 24

Design and Construction

Karen Pang, engineer III (mechanical) — October 26

Paratransit/Rideshare Operations

Amanda Bryant, customer services coordinator (Accessible Services) — October 1

Abdiel Robles Vera, maintenance rideshare representative (Rideshare Operations) — October 5

Power and Facilities

Ryan Abin, utility laborer (North Facilities) — September 9

Joe Aguilar, utility laborer (Tunnel) — October 7

Nicholas Fash, transit radio and communications system specialist — September 14

Victor Supnet, transit radio and communications system specialist — September 14

Donald Tucker, transit maintenance constructor — September 1

Rail

Erick Moa, rail laborer (Link) — August 31

Luis Garcia Salinas, rail laborer (Link) — August 31

Zekarias Yirdaw, rail electro-mechanic (Link) — September 8

Service Development

Benedict Han, transportation planner II — August 17

Brand Koster, transportation planner I — September 29

Transit Human Resources

Jessica Carter, human resource analyst-senior — September 17

Lalena Curry, human resource associate — September 9

Michelle Stokke, human resource associate — September 14

Vehicle Maintenance

Craig Carlson, equipment service worker — November 2

Mark Christy, equipment service worker — November 2

Darren Diss, sheet metal worker — September 21

Robert Halstead, mechanic — September 21

Jesse Harrigan, mechanic — September 21

Jonathan Paulino, mechanic — September 21

Justin Sherwood, equipment service worker — September 21

Erik Sutphin, equipment service worker — September 21

Jonathan Wolfer III, equipment service worker — September 21

■ In Our Thoughts

Richard (Richie) Green, mechanic (retired,) passed away October 6

Paul Rodgers, transit chief, passed away August 16



Route 316 is one of six routes that moved from the tunnel and to downtown Seattle surface streets in September.

ON THE MOVE

Retirements, promotions/job changes, new hires, and remembrances

■ Retirements

Customer Communications and Services

Mayre Washington, customer services coordinator-lead – September 1; 22 years

Power and Facilities

Kirk Arnhart, transit building operations engineer – September 1; 29 years

Sherman Willis, power distribution technical assistant – October 31; 42 years

Transit Operations

William Porter, transit chief – September 1; 30 years

Vehicle Maintenance

Rudolph "Nick" Jorgensen, mechanic (Ryerson) – October 14; 30+ years

■ Promotions and Job Changes

Customer Communications and Services

Berni Hendrickson to transit information distributor from rail facilities custodian-lead (Rail)

Design and Construction

Mike Chargualaf to supervisor (Project Control) from project control engineer IV

Steve Rosane to acting project control engineer III (Airport Division) from project control engineer III (Project Control, Transit Division)

Tony Wasser to acting project control engineer IV from contract specialist II (Airport Division)

Metro Transit Police

Captain Carl Cole to administrative captain from KCSO Criminal Investigations Division (replaces

Captain Lance Dauber – transferred to KCSO Precinct 3)

Sergeant JR Hall to MTP Patrol, second shift/B-Squad from Precinct 4/Burien (replaces **Sergeant Dave Hoag** – transferred to Bicycle Emphasis Enforcement B-Squad)

Sergeant Mike Starrett to Bicycle Emphasis Enforcement A-Squad from B-Squad (replaces **Sergeant Cindi West** – transferred to KCSO Public Affairs Office)

Power and Facilities

Bienvenido Derramas to transit carpenter from transit utility laborer

James Elam Jr. to transit utility laborer – career service

Troy Jaeger to transit maintenance constructor-lead from transit maintenance constructor

Mark Lauhoff to transit maintenance constructor-lead from transit maintenance constructor

Valeriy Shmat to transit equipment operator, third shift from transit utility laborer

Shawn Sissom to data administrator from transit administrative support specialist III

Dan Thorne to sign specialist (special duty) from transit utility laborer

Michele Thurmond to lead grounds specialist from transit utility laborer

Rail

Luther Hunt to rail laborer from rail facilities custodian (Link)

Michael Larson to rail track and ROW maintainer-lead from rail track and ROW maintainer (Link)

Andrew Miller to rail track and ROW maintainer-lead, third shift from rail track and ROW maintainer (Link)

Kathleen Soliz to transit administrative support specialist III – career service (Link)

Phuoc Van Huynh to rail electro-mechanic (Streetcar) from rail electro-mechanic (Link)

Service Development

Mike Beck to transportation planner IV from acting supervisor (Service Planning)

Jon Bez to acting supervisor (Service Planning) from supervisor (Scheduling)

Transit Manager's Office

Kiera Houston to administrative office assistant from summer intern (DCHS)

Transit Operations

Abdi Elmi to chief (Bellevue) from East Base

Carlton Pleasant to roving chief (East) from streetcar operations/maintenance chief

David Ray to streetcar operator from transit operator

Karina Toms to transit service supervisor from transit supervisor-in-training

Transit Safety

Debby Zins to safety and health administrator III – career service

Vehicle Maintenance

Chris Dellacca to transit mechanic, third shift from transit mechanic-apprentice (South)

Brian Fraga to acting transit parts specialist (Bellevue) from utility service worker (North)

Lloyd Getty to acting lead mechanic (East) from mechanic

Heather Kilborn to acting assistant manager from superintendent (CSC)

Elie Kourdahi to superintendent (Central) from superintendent (North)

Tyler Mathison to lead sheet metal worker (CSC) from sheet metal worker

Deb Stenoien to superintendent (North) from superintendent (Central)

Josh Volk to lead mechanic (Atlantic) from mechanic (East)

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